Terms of Sale for flantex.com

Version 1, effective from 25 September 2026

1. Who we are

1.1. These terms govern the sale of goods to consumers through the online shop flantex.com (the "Shop").

1.2. The seller and manufacturer of the goods is:

Flantex VCC, UIC 208985121, registered in the Bulgarian Commercial Register
Registered office: 620 Arch. Bogdan Tomalevski St., bl. 620, entr. A, fl. 5, apt. 29, Mladost 4, 1715 Sofia
Address for correspondence and complaints: 620 Arch. Bogdan Tomalevski St., bl. 620, entr. A, fl. 5, apt. 29, Mladost 4, 1715 Sofia
Phone: +359 876122010
Email: nikolay@flantex.com

1.3. Below, the seller is called "Flantex", "we" or "us", and the buyer "you". These terms apply to consumers, i.e. individuals buying for purposes outside their trade or profession. Business customers buy under separate terms.

2. What we sell

2.1. Flantex designs, 3D prints and ships functional plastic parts, including adapters for ducting and dust collection.

2.2. All goods in the Shop are **made to order**: we manufacture each item after your order, to the dimensions and parameters you enter in the configurator. Each item is unique and made specifically for you. The product pages and the cart say so.

2.3. The main characteristics of each item (material, dimensions, tolerances, conditions of use) are shown on its product page and in the order confirmation. The dimensions you enter form part of the contract.

2.4. Dimensions are produced within a tolerance of ±0.5% with a lower limit of ±0.2 mm, unless the product page states otherwise. Parts are intended for the use described on the product page and in the enclosed safety instructions (for example the material's temperature limits). They are not intended for pressurised systems, gas, fuel or drinking water.

2.5. If you intend to use a part for a specific purpose other than the one described, tell us before ordering. We are responsible for fitness for such a purpose only if we have confirmed it in writing.

3. How the contract is concluded

3.1. To order: (1) choose the item and enter dimensions and parameters in the configurator; (2) add it to the cart; (3) enter delivery details and choose a payment method; (4) review the order summary; (5) confirm that you have read and accept these terms; (6) press the button "Order and pay".

3.2. Before pressing the button you can correct input errors. Delivery and billing details are corrected on the checkout page and quantities in the cart. To correct the dimensions, parameters or material of an item, remove it from the cart and configure it again.

3.3. The contract is concluded when you press "Order and pay" and payment succeeds. Immediately afterwards we email you an order confirmation with the order details and these terms in the version you accepted.

3.4. The contract is concluded in Bulgarian or English, according to the Shop language you use. We store the order data and the accepted version of these terms. You can obtain them at any time by writing to nikolay@flantex.com.

3.5. These terms bind you only if they were provided to you and you agreed to them when ordering.

4. Prices and payment

4.1. Prices in the Shop are in euro and include VAT.

4.2. Delivery costs depend on the delivery address and are shown in the cart before you order. You do not owe any costs that were not shown to you before ordering.

4.3. Payment is made online by debit or credit card through the payment service provider Stripe. Accepted payment methods and any delivery restrictions are shown at the latest at the start of the ordering process.

4.4. We charge no payments beyond the item price and delivery unless you have expressly agreed to them. We do not use pre-ticked add-ons.

4.5. When we announce a price reduction, we also show the prior price: the lowest price we applied during at least the 30 days before the reduction.

5. Delivery

5.1. We deliver to addresses in Bulgaria and in the EU countries listed at checkout, using the courier DHL. Customers from every country we deliver to buy on the same terms, regardless of nationality or place of residence.

5.2. Goods are produced within 3 working days. The estimated delivery time to your address is shown in the cart and in the order confirmation. In any case we deliver no later than 30 days after the contract is concluded, unless a different period was shown and accepted when ordering.

5.3. If we do not deliver on time, you may set us a reasonable additional period. If we do not deliver within it either, you may terminate the contract and we will refund everything you paid without undue delay.

5.4. The risk of loss of or damage to the goods passes to you when you, or a person you named other than the courier, take possession of the goods.

6. Right of withdrawal

6.1. All goods in the Shop are manufactured to the dimensions and parameters you entered, i.e. to your specifications. Under Art. 57(3) of the Bulgarian Consumer Protection Act and Art. 16(c) of Directive 2011/83/EU, **there is no right of withdrawal for them**. This does not affect your rights if the goods do not conform to the contract (section 7). If a part does not fit because of a measurement error of yours, 7.7 applies.

7. Guarantees

7.1. All goods are covered by the legal guarantee of conformity under Bulgarian law implementing Directive (EU) 2019/771. We are liable for any lack of conformity that exists at delivery and becomes apparent within **two years** of delivery.

7.2. A lack of conformity that becomes apparent within one year of delivery is presumed to have existed at delivery, unless proven otherwise.

7.3. The goods conform to the contract when they match the description, the dimensions within the tolerance in 2.4, the material and the characteristics stated in the order, and are fit for the use described on the product page.

7.4. In case of non-conformity you may: a) ask us to bring the goods into conformity by repair or replacement (replacement means re-manufacturing to the ordered dimensions); b) receive a proportionate price reduction; or c) terminate the contract, in the cases and under the conditions set by law.

7.5. Repair or replacement is free of charge, without significant inconvenience to you, and completed within one month of your notice. We cover the cost of sending the non-conforming item to us and the replacement to you.

7.6. You may exercise your rights under this section within two years of delivery.

7.7. **Commercial guarantee: one reprint for a measurement error.** If a part does not fit because the dimensions you entered were wrong, we make it once more to corrected dimensions and you pay only the delivery. This commercial guarantee is given by Flantex (Flantex VCC, address in 1.2) in addition to the legal guarantee. It does not affect your rights under 7.1 to 7.6 in case of non-conformity, which cost you nothing.

7.8. The reprint is subject to these conditions: a) it applies to every item bought in the Shop, once per ordered item; the reprinted item is not covered again; b) you request it within 30 days of delivery by email to nikolay@flantex.com, stating the order reference and the corrected dimensions, and attach photos of the part if we ask for them; c) you place a new order for the corrected item in the Shop, with the same product and material, and pay its price and delivery; d) within 14 days of receiving both order references we refund the price of the reprinted item, up to the price of the original item, to the card you paid with, so you bear only the delivery cost shown in the cart; e) you do not need to send the first item back; f) the new order is concluded, made and delivered under sections 3 to 5.

8. Complaints

8.1. You can make a complaint orally or in writing: by email to nikolay@flantex.com, through the complaint form in the Shop (https://flantex.com/complaints), or at the address in 1.2.

8.2. In your complaint, state what it concerns, the remedy you prefer (repair, replacement, price reduction or termination), any amount claimed, and a contact address. Attach proof of payment (order confirmation or invoice) and, where possible, photos of the issue.

8.3. Every complaint is entered in our complaints register. We send you a document stating the date of the complaint, its register number and the type of goods.

9. Liability

9.1. Nothing in these terms excludes or limits your statutory rights as a consumer, including your rights in case of non-conformity and the manufacturer's liability for damage caused by a defective product.

9.2. Please follow the use and safety instructions supplied with the goods. They form part of the product information.

10. Personal data

We process your personal data as described in our Privacy Policy at https://flantex.com/legal/privacy.

11. Disputes

11.1. If you have a complaint, contact us at nikolay@flantex.com. We will try to resolve it quickly.

11.2. You may also contact the Bulgarian Consumer Protection Commission (www.kzp.bg), including for out-of-court resolution through its general conciliation committee. Consumers in other EU countries can contact the European Consumer Centre in their country.

11.3. Disputes not resolved amicably are heard by the competent Bulgarian court, or by the court of your country of habitual residence where the law gives you that right.

12. Governing law

Bulgarian law governs the contract. This choice does not deprive you of the protection given to you by the mandatory provisions of the law of your country of habitual residence.

13. Changes to these terms

13.1. We may change these terms. Changes do not affect contracts already concluded: each order is governed by the version accepted when it was placed.

13.2. If you have a registered account, we will notify you of any change by email within 7 days of it.

14. Language versions

These terms are available in Bulgarian and English. If the versions differ, the Bulgarian text prevails, to the extent this does not deprive you of more favourable protection.